



United States  
CONSUMER PRODUCT SAFETY COMMISSION  
Washington, D.C. 20207

BALLOT VOTE SHEET

DATE: NOV 13 2000

TO : The Commission  
Sadye E. Dunn, Secretary

FROM : Michael S. Solender, General Counsel *MS*

SUBJECT: FY 2001 Operating Plan

BALLOT VOTE DUE: NOV 21 2000

The staff, in the attached November 13, 2000 document, recommends Commission approval of a FY 2001 Commission Operating Plan.

I. APPROVE THE RECOMMENDED OPERATING PLAN AS DRAFTED.

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Date)

II. APPROVE THE RECOMMENDED OPERATING PLAN WITH SPECIFIED CHANGES.

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Date)

III. DO NOT APPROVE THE RECOMMENDED OPERATING PLAN.

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Date)

NOTE: This document has not been reviewed or accepted by the Commission.  
Initial rh Date 11/13/00

CPSA 6 (b)(1) Cleared  
11/13/00  
No Mfrs/Prvtlbrs or  
Products Identified  
Excepted by \_\_\_\_\_  
Firms Notified,  
Comments Processed



UNITED STATES  
CONSUMER PRODUCT SAFETY COMMISSION  
WASHINGTON, DC 20207

**Memorandum**

Date: November 13, 2000

TO : The Commission

THROUGH: Sadye E. Dunn, Secretary *SED*  
Michael S. Solender, General Counsel *MS*

FROM : Pamela Gilbert *PG*  
Executive Director

SUBJECT : Fiscal Year 2001 Operating Plan

This memorandum requests Commission approval of the 2001 operating plan. The proposed operating plan adjusts the agency's activities in the President's 2001 budget request to reflect Congressional action and Commission decisions or changes occurring in programs or projects since the development of the 2001 budget request last February.

**Overview**

The starting points for the development of the 2001 plan were our 2001 budget request and what we actually spent in 2000. Our appropriation, as approved by the Congress and the President, is \$52.5 million, the full amount of our request. This is an increase of \$3.5 million over our 2000 spending of \$49 million. It allows us to continue our current safety program into 2001.

Our employment is currently only about 6 below our funded FTE employment ceiling of 480. We had 53 departures last year with many retirements. During the same period, we hired 56 new employees. We are planning to be at or near full employment soon.

**Activity/Project Changes**

The proposed changes to Commission activities and projects are described below.

**Hazard Identification and Analysis (HIA).** There are no substantial changes from the 2001 request. Work will continue to collect death and injury data, investigate incidents, research emerging hazards, and conduct economic studies in support of hazard reduction efforts. We are proposing an increase of \$50,000 to match last year's spending for data entry costs and cases from medical examiners and coroners.

The All-Trauma NEISS system, successfully implemented last year with funding from the Centers for Disease Control and Prevention, will continue.

NOTE: This document has not been  
reviewed or approved by the Commission.

Initial *PG* Date 11/13/00 CPSC Hotline: 1-800-638-CPSC(2772) ★ CPSC's Web Site <http://www.cpsc.gov>

CPSA 6 (b)(1), Cleared  
*X* 11/13/00  
No Mfrs/PrvtLbrs or  
Products Identified  
Exempted by \_\_\_\_\_  
Firms Notified  
Comments: \_\_\_\_\_

***Hazard Assessment and Reduction (HAR).*** HAR will operate at the same level as last year with these recommended modifications:

### **Children's Hazards (Head Injuries)**

- Baby Walkers – Continue from 2000. Staff plans to complete a briefing package for Commission consideration as to whether to continue or terminate rulemaking.
- Plastic Failures – We propose canceling the development of a design guide for the use of plastics in children's products in order to provide staff time for higher priority work.

### **Children's Hazards (Other)**

- Cribs – Continue from 2000. Staff plans to complete an assessment of conformance with the voluntary standard requirements for slat integrity and prepare a briefing package for Commission consideration as to whether to continue or terminate rulemaking. In addition, the Conference Report accompanying our appropriation bill urged "... the Commission to undertake an initiative to continue its excellent efforts to further reduce crib deaths." The staff is currently exploring a partnership initiative to complement our existing crib safety efforts.
- Bed Rails – This is a new activity. Staff time is included for standards development work.
- Toy Guide Update – We reduced contract dollars for the update from \$100,000 to \$50,000. Staff believes that \$50,000 will be sufficient to complete the project.

### **Fire and Electrocution Hazards**

- Upholstered Furniture – We deleted contract dollars of \$50,000. The staff has now completed most of the technical work to support the development of a proposed standard.
- Mattress/Bedding Fires – Contract dollars are added (\$75,000) to support research on test method development.
- Smoke Alarms – We added contract dollars (\$100,000) to fund CPSC's share of the second year of the research project begun in 2000. This is the same amount we contributed last year and equals the amounts that will be contributed by our partners.
- Fire/Gas/Electrical Codes and Standards – We added new voluntary standards activities on clothes dryers, candles, and furnaces (flame rollout). We also added voluntary standards activities on tabletop cooking appliances and fire indicators; these activities have been accelerated from the proposed 2002 budget. We deleted contract dollars (\$18,000) to pay fire departments for fire sprinkler incident cases and sprinkler samples because work conducted in 2000 indicated that these cases and samples are not needed.

- Electrocution Voluntary Standards – We deleted work on extension cords because testing in 2000 did not indicate a need for further work.

### **Household and Recreation Hazards**

- Dive Sticks – Continues from FY 2000. Staff will respond to NPR comments and prepare a briefing package on a final rule.
- Mechanical Codes and Standards – We will continue from 2000 voluntary standards activity work on trampolines.
- Safety for Older Consumers – We propose deleting this as a discrete activity, and instead, we plan to consider safety for seniors within individual projects, as appropriate.

### **Child Poisonings and Other Chemical Hazards**

- Phthalates – Continue from 2000. In 2001, the CHAP will complete its work and staff will complete the observation study on mouthing behavior, participate in a round robin study to develop a test method for measuring migration, and complete a risk assessment. We added \$11,000 in contract funds for this work.
- CO Poisoning – We added a voluntary standard activity to address the potential CO hazard presented by blocked vents on furnaces. We deleted voluntary standards activities on gas space heaters and gas log sets because an evaluation of the standards indicated that no further work is necessary. Contract support of \$15,000 is no longer needed.

This operating plan retains the amount planned for Laboratory maintenance and equipment funding (\$295,000), an increase of \$50,000 over the 2000 plan. We added \$27,000 to Contract Support to match last year's spending for unanticipated needs. We also added \$20,000 to the operating expenses for the Office of Hazard Identification and Reduction to match last year's travel and other expenses in support of standards development work.

**Compliance.** There are no substantial changes. Work on Section 15 will continue with an emphasis on technologically complex hazards that pose substantial risk of death or injury. The full range of regulated products activity continues. We will continue the ATV program to monitor the ATV industry action plan that began in 1998. We will also continue the Safe-Online-Shopping program to discover Internet sales of hazardous consumer products.

The Office of Compliance is developing the annual voluntary standards monitoring plan for 2001 and will discuss it with the Commission separately.

**Consumer Information.** Work will continue under the Continuing Publications and Outreach, Clearinghouse, and Public Information Services projects. While calls to our Hotline were down in 2000, the number of e-mail inquiries is up so we recommend maintaining the existing level of funding for the Hotline. This also gives us the flexibility to handle sudden

increases of calls in response to any high profile recall that may occur in the coming year. We are able to reduce funding for Hotline telephone charges by \$20,000 to reflect lower volume and reduced rates.

***Agency Management.*** There are no changes under this program.

***Information Technology.*** Under this operating plan, we can maintain our existing technology and continue to make limited improvements. We were able to upgrade about a third of our computer inventory last year with savings – continued upgrading of our computer inventory will remain a priority for any future savings.

We recommend continuing the Internet development initiative with the support fund of \$92,000 established last year. Our website continues to be a success. In September 2000, the website was one of three federal agencies tied for first place in a study of over 1,800 state and federal websites. We expect to see continued growth in the use of our website. In 2000, a record 3.7 million visits were made, an 85% increase from 1999 in the number of people seeking safety information. Staff will continue to develop proposals to ensure that our website remains successful and up-to-date.

***Overhead Savings/Cost Increases.*** We reviewed our spending for overhead costs and found that we can reduce these costs by \$180,000.

The largest reduction comes from estimated increases budgeted for non-salary inflation costs for services and supplies. After a review of our costs and funding specific cost increases, we have an unallocated balance of \$80,000 available for other use. We also reduced planned expenditures for paper by \$30,000 because of supply purchases made in 2000. We reduced our long distance telephone charges by \$20,000 because of the use of a new contract for long distance telephone services. We reduced budgeted training funds by \$50,000 which still allows us to exceed our expenditures for 2000.

Offsetting these savings, we have funded \$50,000 for enhanced security at our Headquarters office space. We are currently conducting security measures on a trial basis. After evaluation, we will make a recommendation to the Commission. These changes allow us to transfer \$110,000 to meet new program contract needs and \$20,000 to match last year's voluntary standards support needs. In addition, we have funded an increase of \$84,000 for the new employee transit subsidy within our salary and benefit budget.

Attached is a summary of FTE and contract dollar changes by activity and project (attachment A), a summary of FTEs by organization (attachment B), a listing of voluntary standards work planned (attachment C), and a listing of changes to the original 2001 performance plan.

## **Next Steps**

The staff is available to brief you on this memorandum. Following the Commission ballot vote, the staff will make any adjustments directed by the Commission and will submit the operating plan to the House and Senate Appropriations subcommittees for their required approval. This plan will guide Commission work during 2001. We will also update the agency's annual performance plan to reflect the approved operating plan. We will review our progress and the need for changes next spring at mid-year.

## **Conclusion**

The proposed operating plan continues all major activities and priorities of the Commission, reflects changes since the 2001 budget was last approved by the Commission, and provides for limited new initiatives. As noted, we are proposing limited resource changes to meet these objectives; careful monitoring will make sure the adjustments are appropriate over time.

We are confident that the proposed 2001 operating plan makes the best use of the funds appropriated. The plan will allow CPSC to continue making important advancements in product safety for American consumers.

## **Attachments:**

- A – Proposed Changes by Activity/Project
- B – FTEs by Organization
- C – Voluntary Standards Activities (HIR)
- D – Proposed Changes to Performance Plan

**2001 OPERATING PLAN**  
**PROPOSED CHANGES BY ACTIVITY/PROJECT**  
(dollars in thousands)

ACTIVITY/PROJECT	PRESIDENT'S REQUEST		PROPOSED PLAN		CHANGE		COMMENT
	FTES	CONTRACT DOLLARS	FTES	CONTRACT DOLLARS	FTES	CONTRACT DOLLARS	
HAZARD IDENTIFICATION & ANALYSIS (HIA):							
SURVEILLANCE DATA	26	\$1,263	26	\$1,313	0	\$50	\$50 added to match our 2000 data entry work and MECAP spending
INVESTIGATIONS DATA	21	60	21	60	0	0	
EMERGING HAZARDS	9	0	9	0	0	0	
ECONOMIC STUDIES	2	0	2	0	0	0	
PROGRAM SUPPORT	4	21	4	21	0	0	
TOTAL HIA	62	\$1,344	62	\$1,394	0	\$50	\$20 transferred from HAR; \$30 in new funds

ACTIVITY/PROJECT	PRESIDENT'S REQUEST		PROPOSED PLAN		CHANGE		COMMENT
	FTES	CONTRACT DOLLARS	FTES	CONTRACT DOLLARS	FTES	CONTRACT DOLLARS	
HAZARD ASSESSMENT & REDUCTION (HAR):							
CHILDREN'S HAZARDS:							
CHILD HEAD PRODUCTS	9	\$0	6.5	\$0	-2.5	\$0	Plastics guide work deleted
CHILD PRODUCTS-OTHER	2	100	3	50	1	-50	Toy Guide contract work reduced, Bed Rails work added; Crib work continued from 2000
BABY WALKERS	0	0	0.5		0.5	0	Continued from 2000
SUBTOTAL	11	100	10.0	50	-1.0	-50	
FIRE/ELECTROCUTION HAZARDS:							
UPHOLSTERED FURN	5	50	5	0	0	-50	Revised estimate
MATTRESS/BEDDING	2	0	2	75	0	75	Research on test method
REV.CIG LIGHTER STD	1	0	1	0	0	0	
FIRE/GAS CODES/STDS.	7	20	10	2	3	-18	Sprinkler samples not needed; add VS work on Clothes Dryers, Candles, Furnaces, Table-top Cooking Appliances
ELEC.CODES/STDS-FIRE	10	0	10	0	0	0	New VS work on Fire Indicators
SMOKE ALARMS	0	0	1	100	1	100	Continued from 2000; 2nd year contribution
ELECTROCUTION VS	6	0	3	0	-3	0	Extension cord work deleted
SUBTOTAL	31	70	32	177	1	107	
HOUSEHOLD/RECREATION:							
SPORTS/RECREATION	2	0	3	0	1	0	Dive Sticks work added
MECH CODES/STDS.	5	0	6	0	1	0	Trampoline VS work added
SUBTOTAL	7	0	9	0	2	0	
CHILD POISONINGS:							
POSITION PREVENTION	5	95	5	95	0	0	
CHEMICAL HAZARDS	9	0	9	11	0	11	Phthalates work continued from 2000
CARBON MONOXIDE	4	15	3	0	-1	-15	Furnace Vent VS added; reestimate of contract need; deleted gas space heaters/log sets
SUBTOTAL	18	110	17	106	-1	-4	
PROGRAM SUPPORT:							
LAB SUPPORT	3	295	3	295	0	0	\$50,000 higher than 2000
CONTRACT SUPPORT	0	80	0	107	0	27	Revised estimate to match 2000 spending
PROGRAM SUPPORT	15	0	14	0	-1	0	
SUBTOTAL	18	375	17	402	-1	27	
TOTAL HAR	85	\$655	85	\$735	0	\$80	Net change: \$20,000 transferred to HIA; \$100,000 new funds



ACTIVITY/PROJECT	PRESIDENT'S REQUEST		PROPOSED PLAN		CHANGE		COMMENT
	FTEs	CONTRACT DOLLARS	FTEs	CONTRACT DOLLARS	FTEs	CONTRACT DOLLARS	
<b>COMPLIANCE:</b>							
<b>CHILDREN'S HAZARDS</b>	65	\$63	64.5	\$63	-0.5	\$0	
<b>FIRE/ELECTROCUTION HAZARDS:</b>							
FIRE	67	339	67	339	0	0	
ELECTROCUTION	13	35	11	35	-2	0	
SUBTOTAL	80	374	78	374	-2	0	
<b>HOUSEHOLD/REC:</b>	15	30	16	30	1	0	
<b>CHILD POISONINGS</b>	17	82	17	82	0	0	
<b>PROGRAM SUPPORT:</b>							
LAB SUPPORT	2	35	2	35	0	0	
STATE&LOCAL	3	100	3	100	0	0	
PROGRAM SUPPORT	9	0	10.5	0	1.5	0	New management position added in 2000
SUBTOTAL	14	135	15.5	135	1.5	0	
<b>TOTAL COMPLIANCE</b>	<b>191</b>	<b>\$684</b>	<b>191</b>	<b>\$684</b>	<b>0</b>	<b>\$0</b>	
<b>CONSUMER INFORMATION (CI):</b>							
<b>CONTINUING PUBLICATION &amp; OUTREACH:</b>							
DISTRIBUTION	0	\$164	0	\$164	0	\$0	
ONGOING/SEASONAL	16	0	16	0	0	0	
SUBTOTAL	16	164	16	164	0	0	
<b>CLEARINGHOUSE</b>	8	0	8	0	0	0	
<b>PUBLIC INFORMATION:</b>							
HOTLINE	1	457	1	437	0	-20	Telephone cost reduction
OTHER	25	217	25	217	0	0	Includes VNR/Information Center work
SUBTOTAL	26	674	26	654	0	-20	
<b>PROGRAM SUPPORT</b>	4	0	4	0	0	0	
<b>TOTAL CI</b>	<b>54</b>	<b>\$838</b>	<b>54</b>	<b>\$818</b>	<b>0</b>	<b>-\$20</b>	
<b>AGENCY MANAGEMENT</b>	88	\$81	88	\$81	0	\$0	
<b>TOTAL CPSC</b>	<b>480</b>	<b>\$3,602</b>	<b>480</b>	<b>\$3,712</b>	<b>0</b>	<b>\$110</b>	Net change: -\$20 Telephone savings; +\$130 new funding (excluding new funding for security \$50 and \$20 added to operating expenses)

**2001 OPERATING PLAN  
FTEs BY ORGANIZATION**

<u>Organization</u>	<u>On Board 1/</u>	<u>2001 Request</u>	<u>2001 Op. Plan</u>	<u>Change</u>
Commissioners.....	12.0	13.0	13.0	--
Office of the Secretary.....	14.0	14.5	14.5	--
Office of Congressional Relations.....	2.0	2.0	2.0	--
Office of the General Counsel.....	13.2	14.0	14.0	--
Office of EEOME.....	3.0	2.0	2.0	--
Office of the Inspector General.....	2.0	3.0	3.0	--
Office of the Executive Director.....	3.0	4.0	4.0	--
Office of Human Resource Mgmt....	8.9	9.0	9.0	--
Office of Information Services.....	30.0	31.5	31.5	--
Office of the Budget.....	4.0	4.0	4.0	--
Office of Planning and Evaluation....	6.0	6.0	6.0	--
Office of Information and Public Affairs.....	8.4	12.0	12.0	--
Office of Compliance.....	49.0	45.0	45.0	--
Office of Hazard Identification and Reduction.....	159.3	155.5	155.5	--
Directorate for Administration.....	29.4	29.0	29.0	--
Directorate for Field Operations.....	130.1	135.5	135.5	--
Total.....	474.3	480.0	480.0	--

1/ As of October 31, 2000. (Includes pending hires and separations.)

Attachment C

2001 OPERATING PLAN  
VOLUNTARY STANDARDS ACTIVITIES

Fire/Gas Codes & Stds.	Mechanical Codes & Stds.	Children's Products (Other)
1. Candles	16. All Terrain Vehicles	40. Infant Bedding
2. Fireworks Devices	17. Escalators	41. Toys
3. Gas Water Heaters	18. Garage Doors/Gate Operators	
4. Sprinklers, Fire	19. Nail Guns	<b>Sports and Recreation</b>
5. Table Top Cooking Appliances	20. Saws, Chain	42. Bicycle Lighting
6. Venting Materials, Flexible	21. Saws, Table	43. Exercise Equipment
	22. Swimming Pool Alarms	
	23. Trampolines	
	24. TV Sets/TV Carts	
<b>Electrical Codes &amp; Stds.</b>	<b>Children's Products (Head)</b>	<b>Carbon Monoxide</b>
7. Arc Fault Circuit Interrupters	25. Baby Bouncers	44. Camping Heaters
8. Circuit Breakers/Panel Boards	26. Bassinets and Cradles	45. Furnaces, Central
9. Clothes Dryers	27. Bicycles	46. Ranges and Ovens
10. Extension Cords	28. Carriers, Infant	47. Vented Gas Room Heaters
11. Fans, Portable, Electric	29. Carriers, Soft Frame	
12. Heaters, Fixed Room	30. Changing Tables, Diaper	<b>Poison Prevention</b>
13. Polymeric Materials	31. Helmets, Bicycle	48. Child Resistant Packaging
	32. Helmets, Recreational	
<b>Electrocutions</b>	33. Playground Equipment Children Younger Than 2	
14. Ground Fault Circuit Interrupters	34. Playground Equip. – Home	
15. National Electric Code	35. Playground Equip. – Public	
	36. Playground Surfacing	
	37. Play Yards	
	38. Swings, Baby	
	39. Strollers	

# 2001 OPERATING PLAN Changes to 2001 Performance Plan

Attachment D

Goal Area	Page	Original Goal	Description of Change
Head Injury	9	A-1. Prepare and send to voluntary standards organizations recommendations to strengthen or develop two voluntary safety standards.	<b>Deleted one activity:</b> <i>Sports Headgear</i> - staff does not plan to develop a voluntary standard proposal for a helmet used for a recreational activity. For several years, staff has monitored the progress of voluntary standards activities for different types of sports headgear and made proposals as appropriate. We do not see the need for specific proposals in 2001.
	10	A-2. Complete five testing, data collection or hazard analysis activities to evaluate the need for, or adequacy of, safety standards.	<b>Deleted one activity:</b> <i>Plastic Failures</i> - This activity was deleted in order to provide staff time for higher priority work.
	11	B-1. Initiate 15 recalls and corrective actions for unregulated products.	<b>Modified:</b> Based on prior years' experience, we estimate that we will initiate <u>20</u> recalls and corrective actions for unregulated products.
Fire-Related	14	A-1. Prepare for Commission consideration four candidates for rulemaking or other alternatives.	<b>Transferred two activities:</b> <i>Cigarette Lighters</i> - This activity will be addressed as a technical review (see Fire A-3 below)
	15	A-2. Prepare and send to voluntary standards organizations recommendations to strengthen or develop five voluntary standards codes.	<i>Mattresses</i> - This activity will be addressed as a technical review (see Fire A-3. below) <b>Transferred one activity:</b> <i>Smoke Detectors (Status Indicator)</i> - This activity will be addressed as part of a research project (see Fire A-3 below). <b>Completed one activity in 2000; deleted in 2001:</b> <i>Range Fires</i>
	15	A-3. Complete six data analysis and technical review activities to evaluate the need for, or adequacy of, safety standards.	<b>Added one activity:</b> <i>National Electrical Code</i> - This new activity was added to support code proposals to require expanded arc fault circuit interrupter protection for additional circuits in homes. <b>Added six activities:</b> <i>Standard Fire Indicators</i> - In 2001, staff will begin a laboratory study of the performance of standard fire indicators currently used in voluntary standards. Data from this study will be used to establish heat flux ranges that affect fire risk to determine the adequacy and variability of current fire indicators used to assess the likelihood of consumer products igniting household combustibles. Heat flux ranges will be quantifiable and can be used to develop a better-controlled, more repeatable test method to be proposed for use in voluntary standards. <i>Candles</i> - CPSC staff will conduct a pilot study of candle fires to determine if voluntary standards requirements are needed. <i>Cigarette Lighters</i> - CPSC published a mandatory standard, which became effective in 1994, to require disposable cigarette lighters to be child-resistant. In 2000, CPSC staff completed an evaluation of the effectiveness of the cigarette lighter standard. The evaluation did find that the rule was successful in saving about 130 lives annually. Staff will review the evaluation's findings to determine if amendments to the standard might be needed.

## 2001 OPERATING PLAN Changes to 2001 Performance Plan

Attachment D

			<p><i>Tabletop Cooking Appliances</i> - The use of tabletop grills is associated with potential fire and burn hazards. In 2001, staff will conduct a technical review of incidents and perform laboratory testing of butane and gas tabletop grills. Based on an evaluation of the results, staff will determine if there is a need to make recommendations to improve the safety performance requirements in the voluntary standard.</p> <p><i>Smoke Alarms</i> - CPSC is coordinating a research project begun in 2000 to evaluate the performance of today's smoke alarm technologies. Full-scale tests, funded by several federal agencies and a private organization, began in 2000 at the National Institute of Standards and Technology and will continue in 2001. CPSC staff anticipates using results from this work to identify potential improvements in performance/installation requirements, test methods, alarm technology for residential applications and consumer information. Analysis of the test results and development of recommendations will begin in 2002.</p> <p><i>Mattresses</i> - Staff will participate in the development of a test method to address small open flame ignition of mattresses and bedding</p>
	16	B-2. Correct 400 violations that fail mandatory fire safety standards	<p><b>Modified:</b> Based on prior years' experience, we estimate that we will identify and correct <u>450</u> violations that fail mandatory fire safety standards.</p>
	17	C-1. Conduct public education efforts.	<p><b>Added one activity:</b> Recall Roundup - As part of the annual Recall Roundup campaign, encourage consumers to dispose of old electrical products that have a high risk of fire.</p>
Electrocutions	21	B-1. Initiate 25 recalls and corrective actions.	<p><b>Modified:</b> Based on prior years' experience, we estimate that we will initiate <u>15</u> recalls and corrective actions.</p>
Poisoning-Related	24	B-1. Correct 30 violations and initiate recalls.	<p><b>Modified:</b> Based on prior years' experience, we estimate that we will pursue for recall or other corrective actions a projected <u>15</u> products that violate safety regulations.</p>
	24	B-2. Conduct human performance testings.	<p><b>Deleted:</b> Conduct human performance tests on four packaging designs for compliance with child-resistance and adult-friendly requirements.</p>
Carbon Monoxide-Related	27	A-1. Prepare and send to voluntary standards organizations recommendations to strengthen two voluntary standards. C-1. Conduct two public education efforts	<p><b>Completed one activity in 2000; deleted in 2001:</b> <i>Gas Space Heaters/Gas Log Sets</i> - Staff reviewed the standard and determined that they adequately addressed the hazard</p>
	28		<p><b>Deferred one activity to 2002:</b> <i>Nationwide Outreach</i> - Through the State Partners Program, and implement a public health campaign with all 50 states to inform consumers, health and medical professionals about the hazards of CO poisoning.</p>
Consumer Satisfaction - Hotline	37	A-4. Acknowledge e-mail requests within 8 working hours.	<p><b>Deferred to 2002:</b> This goal was deferred to 2002 to allow for adequate time to develop the process necessary to support the activity.</p>